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Salesforce Certified Service Cloud Consultant Sample Questions (Q185-Q190):

NEW QUESTION # 185
A consultant has been asked to advise Cloud Kicks (CK) on how to manage 5 years of case data so it is available to customers upon request.
Which feature will help CK users archive and access the case information from an External Object?

- A. Salesforce Case History Object
- B. Salesforce Big Object
- C. Salesforce connect

Answer: C

Explanation:
Salesforce Big Objects are purpose-built to handle large volumes of data-ideal for archiving long-term historical records such as 5 years of case data. They store data natively within Salesforce while minimizing impact on standard object storage limits.
Big Objects support custom definitions and can be queried using Async SOQL for efficient data retrieval. This is well-suited for scenarios where data is infrequently accessed but must remain available for auditing or customer service inquiries. Unlike Salesforce Connect, which displays external data, Big Objects retain the data within Salesforce, which is key for compliance and availability needs.

NEW QUESTION # 186
Which solution should a consultant design so the average number of days that Cases stay open can be easily reported?

- A. Create a formula field to calculate the days and use the field in the report.
- B. Create a formula field on the report to show Case Days Open.
- C. Use the standard Case Age field on the report.

Answer: A

Explanation:
To accurately calculate and report how long cases stay open, a custom formula field should be created on the Case object (for example, TODAY() - CreatedDate for open cases, and ClosedDate - CreatedDate for closed ones). This field can then be included in standard or custom reports.
Option A (Case Age field) only measures the duration for currently open cases and does not calculate for closed cases.
Option B (formula on the report) is not supported in Salesforce standard reporting capabilities.
Referenced Salesforce Materials:
Service Cloud Consultant Exam Guide - Contact Center Analytics Domain.
Salesforce Help: "Create a Formula Field to Track Case Duration."
Salesforce Trailhead: "Build Reports on Case Duration and Age Metrics."

NEW QUESTION # 187
Universal Containers (UC) wants its Agentforce Service Agent to provide accurate and trustworthy responses to customer inquiries by leveraging their vast repository of internal knowledge articles, which includes both structured fields and unstructured text.
How can a Service Cloud Consultant design for the accuracy and trustworthiness of the AI agent's responses using this company's data?

- A. Use Agentforce Data Library with Knowledge to ground the AI agent.
- B. Map specific fields from Knowledge articles to predefined questions.
- C. Use the LLM's global Knowledge data set to restructure UC's data.

Answer: A

Explanation:

Salesforce Agentforce Service Agent allows organizations to "ground" generative AI responses in their own trusted, proprietary data sources using the Agentforce Data Library. When connected with Salesforce Knowledge, the Agentforce Data Library enables the AI to retrieve contextually relevant information directly from internal Knowledge articles-both structured fields (such as titles, summaries, categories) and unstructured text (like article bodies or attachments).

This grounding ensures that responses are accurate, explainable, and trustworthy, as the AI is limited to referencing verified enterprise data rather than relying on its global model training data.

Option A is too limited and static-mapping fields does not provide dynamic understanding or grounding.

Option C is incorrect because Salesforce's large language model (LLM) does not use global datasets to restructure customer data; instead, it uses grounding techniques via the Data Library for contextual accuracy and data governance.

Referenced Salesforce Materials:

Salesforce Spring '24 Release Notes - Agentforce Data Cloud Integration and Data Library Enhancements (introduces data grounding for accuracy).

Service Cloud Consultant Exam Guide - Interaction Channels Domain (covers AI and generative tools in Service Cloud).

Salesforce Help: "Ground Agentforce Responses with Data Library and Knowledge" (details AI grounding for trustworthy output).

NEW QUESTION # 188

Cloud Kicks provides regular and special support to customers. When a special case is created, a dedicated account manager needs Read-Only access and a support specialist needs Read and Write access.

Which feature will provide the required level of access?

- A. Manager groups
- B. View All for Case
- C. Case teams

Answer: C

Explanation:

To provide the required access levels for a dedicated account manager and a support specialist on special cases, utilizing Case Teams is the most effective solution. Case Teams allow for the customization of roles and access levels for each team member, ensuring that the account manager has Read-Only access while the support specialist has Read and Write access.

NEW QUESTION # 189

Universal Containers has implemented a call-based response system. The call wait time has become too long, and customer service is being affected. Management would like to find a way to reduce customers' wait times and enable agents to handle more inquiries at a time.

Which feature should a consultant recommend?

- A. Case Auto-Response Rule
- B. Einstein Service Replies
- C. Salesforce Messaging

Answer: B

Explanation:

Comprehensive and Detailed

Einstein Service Repliesutilizes generative AI to draft and recommend relevant replies to service representatives during chat or messaging sessions, or for case emails. By providing AI-generated responses, agents can handle inquiries more efficiently, reducing customer wait times and increasing the number of inquiries managed simultaneously.

From Salesforce Help:

"Use Einstein generative AI with Service Replies to draft and recommend relevant replies to service reps during chat or messaging sessions, or for case emails."

-

Implementing Einstein Service Replies can significantly enhance agent productivity by streamlining the response process, thereby addressing the issue of long call wait times.

NEW QUESTION # 190

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